

POSITION DESCRIPTION EP

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to SRS Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

PART I-Position Information

1. Agency Name Dept. for Children and Families	9. Position Number K0170606	10. Budget Program Number 29210
2. Employee Name (leave blank if position vacant)	11. Present Class Title (if existing position) Human Service Consultant	
3. Division East Region DCF	12. Proposed Class Title	
4. Section Program and Service Integration	13. Allocation	
5. Unit Economic and Employment Services	For Use	14(a). Effective Date 14(b). FLSA Code
6. Location (address where employee works) City: Topeka County: Shawnee	By Personnel	15. By Approved
7. (Circle appropriate time) Full time XX Perm. XX Inter. Part time Temp. 100 %	Office	16. Audit Date: By: Date: By:
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM/PM TO: 5:00 AM/PM		17. Position Reviews Date: Date: Date: Date:

PART II-Organizational Information

18(a). Briefly describe why this position exists. What is the purpose, goal, or mission of the position.)

This position determines eligibility for one of more federal and state means tested programs for families including Temporary Assistance to Needy Families, General cash Assistance, Food Assistance, Medical assistance, Child Care Assistance and Employment Preparation Services **OR** Elderly and Disabled Adults including Medicaid Assistance Programs, Home and Community Based Independent Living Programs, Food Assistance, and Long Term Care Assistance. Will work jointly and collaboratively with an Integrated Service Team in order to deliver services in a customer friendly manner to meet the needs of a vulnerable population.

This position will be the liaison between the supervisor and case managers in order to provide additional training, coverage of vacant case loads, assistance with the most difficult situations such as overpayments or fraud, as well as serve as the person to assist supervisor and workers with the work flow and processes of the BPR system. This position will serve as a lead worker, floating where the need is at the time.

The purpose of this position is to work in a cooperative fashion with customers, staff, and agency partners to provide efficient and effective service. At DCF, the customer is placed at the center of planning, policy development, program implementation, and practice with customer outcomes driving decision-making at all levels. By integrating services, we create and maintain a prevention focus as a way of doing business by interacting and engaging with others to proactively foster well-being.

18(b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name	Title	Position Number
Carla Layne	Public Service Executive II	K0054463

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Same		

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Following successful completion of probation, work is performed using independent judgement within agency policies and procedures. Manuals, training, individual and unit conferences, goals and objectives are provided to assist the employee in performing assigned tasks. Cases and tasks are assigned by the supervisor with general directions. Instructions are provided in manuals and policy memos or through verbal and written instructions.

d) Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
- (X) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
- () Major program failure, major property loss, or serious injury of incapacitation.
- () Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:) **What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identify each function as essential or marginal by placing an **E** or **M** next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incidental or minimal part of the position.

No.	%	E or M	
			All tasks are reviewed by the supervisor for appropriateness, accuracy, and timeliness on a monthly basis through case readings and feedback sessions.

1. 10 % E LEADERSHIP, TRAINING AND WORKER SUPPORT

This position provides services to customers acting as a lead worker performing essentially the same or similar work as those overseen while under the direction of the Human Service Supervisor. This includes case management and assessment, eligibility determination and employment verification. In addition, substitution and back-up responsibilities for the supervisor and other staff due to vacancies, illness, vacation, or administrative leave. Substituting for a supervisor may entail consultation on evaluations of staff to be carried out in accordance with DCF guidelines. Will review and expedite resolution of problematic, unusual or unique cases. Develop a working knowledge of resources within the community and advocates for customer needs from other state and local programs in order to assist customers with accessing these resources. Assumes a leadership role within the office environment by professional interactions with peers, coworkers and team members, assisting co workers to deal with changes. Models behavior expected from others. Mentors and coaches staff including new employees to build capacity and work within the Business Process. Provides support and guidance for staff to ensure the accurate, thorough and timely input of information into the information systems needed to administer agency programs. Ensures relationships within and between teams are constructive and demonstrate mutual support, respect, trust, openness and value diversity.

2. 15% E COMMUNICATION

Incumbent will demonstrate effective communication with customers during face to face and phone interviews in order to gather assessment and eligibility information. Verbal and written communication (i.e. face to face, phone calls, letters, notices, email) will convey necessary information clearly and concisely. Timely and accurately documents actions and worker decisions. Clearly explains agency services, eligibility guidelines, and customer rights and responsibilities. Effectively communicates with peers, co-workers, team members and with management. Operationalizes DCF mission, vision, guiding principles and Business Process philosophy in completion of daily tasks and interactions with other. Consults with Supervisor and Program Administrator to interpret policy and then ensures policy is distributed to staff and implemented correctly. Provides support and guidance for staff to ensure the accurate and timely input of information into all the information systems needed to collect data for eligibility determination. Coordinates with Supervisor to review and analyze information to determine trends in how eligibility is determined, who is applying, and other relevant factors. Communicates appropriately by maintaining confidential information, refrains from gossip, and squelches rumors.

3. 15% E TEAMWORK

Fully participates in Process Management teams through active participation in team meetings, completing work assignments timely, and working collaboratively with team members. Sees the goals of the team and needs of the

customer as more important than personal or program specific agendas. Is flexible and uses program expertise to contribute to finding solutions to customer problems. Involves other team members in exploring solutions.

Incumbent will demonstrate teamwork by jointly working with supervisor and team members to evaluate the progress of the team, the needs of the customers and the need to adjust resources to meet an agency need using the Kansas BPR Handbook. Attend and participate in agency training, conferences, supervisory and unit meetings in order to prepare as a team for policy and program changes and support the team in consistent and accurate service delivery. Assesses, identifies needed training and provides orientation and training for line staff, including new employees, regarding laws, rules, and policies and procedures related to administration of agency programs. Provides support and guidance for staff to ensure the accurate, thorough, and timely input of information into the information systems needed to administer agency programs.

4. 30% E CUSTOMER SERVICE

Incumbent will demonstrate excellent customer service by accurately and timely delivery of economic and employment services programs to customers while operating within Process Management. This is accomplished by organizing and managing work load in the office using the tracker, alerts, system and data reports to ensure that customer needs and deadlines are met. Flexibility to move between teams fluidly is essential in providing quality service to the customers. Provides assistance to Human Service Specialists who may have questions while meeting with customers. Monitors the tracking system to meet customer needs. Resolves customer concerns about their circumstances and agency policies in order to maintain and improve customer relations.

5. 30% E EES PROCESS MANAGEMENT and PROGRAM INTEGRITY

Incumbent will follow Process Management as outlined in the Kansas BPR Handbook while supporting supervisors in ensuring team members are also following the process and using the tools including the Tracking system, Verification and Resource Matrix, Interview Scripts, Interview Template, OneNote as well as processing each case to a determination if possible. Ensure program outcomes are met and policy and regulations are followed. Complete case reviews using the established protocol on the pre authorization checklist.

Assists supervisors in monitoring the team's accomplishment of program outcomes utilizing management reports, case readings, and observation. Assists the agency in continuous improvement by completing case readings and assisting in the development and implementation of improvement plans.

The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Failure to perform essential functions would cause severe financial and emotional hardships for customers and could result in the loss of federal funds and/or other fiscal sanctions to the state of Kansas.

23. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.

- ☒ (X) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
☐ () Plans, staffs, evaluates, and directs work of employees of a work unit.
☐ () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the class titles, and position numbers of all persons who are supervised directly by employee on this position.

Title

Position/KIPPS Number

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position involves daily contacts agency customers, agency employees, other social service agencies, community resource agencies, governmental officials, and the general public in order to determine assistance eligibility for customers. Makes referral to and coordination of access to other services within the community for customers. Daily dissemination of information regarding state and federal regulations as well as agency programs, policy, and procedures.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Exposure to disagreeable weather conditions and extreme levels of temperature, ventilation, and light is normal. Upon occasion, physical harm may be threatened or attempted by hostile, angry or upset customers when dealing with issues of eligibility for assistance. Long periods of time may be spent on a computer and various computer systems. A high level of stress may exist in the determination of eligibility due to the limitations of the programs and resources to effectively resolve the customers need for help.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Computers, telephone systems, fax, calculator and copy machine are used daily. Some positions may require the use of a vehicle (private or state owned) in traveling to offices to provide services to customers.

PART III-Education, Experience and Physical Requirements Information.

27. Minimum Qualifications as stated in the State of Kansas Class Specification.

Five years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's programs. Post secondary education may be substituted for experience as determined relevant by the agency.

28. SPECIAL REQUIREMENTS

- A. State any additional qualifications for this position that are necessary to perform the essential functions of the position. (License, registration or certification).

Must obtain and maintain Security Clearance

- B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

- C. List preferred education or experience that may be used to screen applicants.

Work experience with caseload management within a Human Service Agency.

Work experience in determining eligibility for Human Service programs.

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

Work is in office setting, sitting at a desk, reviewing file documentation, and entering data for an extended period of time. The employee may be required to perform handling activities with lightweight or easily moved items (e.g. books, file folders, boxes of office supplies, small machine parts, etc.); perform moving activities for brief periods; operate light equipment. The employee must be able to travel and be away from home for periods of time attending meetings, training and conferences.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

Employees are instructed to use standard safety devices available and provided for machinery and equipment, e.g., wrist rests for computer keyboards, seatbelts for automobiles, etc. Employees are instructed to maintain environmental awareness during field work to avoid or otherwise prevent or minimize unsafe situations and unsafe personal contact. Employees are cautioned to execute strict key control for agency facilities and lock all doors after normal duty hours. Employee's can sometimes calm a hostile and threatening customer by being non judgmental, showing concern for the customer's situation and respect for their point of view. Law enforcement may be summoned by dialing 911 and asking for assistance when the customer refuses to leave or threatens harm.

PART IV-Signatures

Signature of Employee

Date

Signature of Personnel Official

Date

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date